Neighbourhood Walkabout – Resident Update

Waterford Place, Kyngsford Road

18th November 2026

Background:

This estate walkabout commenced at 12 Waterford Place and continued with visits to properties 1-15 Waterford Place. During the walkabout, we were able to speak with a number of residents and discuss any concerns raised. The walkabout was attended by Iain Wardlaw, Property Care Repairs Surveyor, and David Boulton**,** Ground Maintenance Manager, who were present to identify and assess any repairs, maintenance, or environmental issues requiring further action.

What Was Found

During the walkabout**,** we noted the following items raised by residents and observed on site**.** These included:

- Overgrown trees, particularly towards the far end of the estate

- The majority of properties across the scheme require gutter cleaning. Significant moss build-up was noted within the guttering, and at some properties water was observed overflowing from the gutters. Moss growth was also evident on a number of roofs.
- Some garden boundary fencing was found to be in need of repair. –
- Two trees located near 5 Waterford Place would benefit from pruning, presenting an opportunity for further environmental improvement.-
- A trellis attached to the external wall of a property should be removed, as plant growth against the wall may increase the risk of damp and mould developing within the property.-
- Generally toward the far end of the scheme, it was noted that this area was being more personalised This area is a communal space (bedding plant boxes bird table, wind chimes storage of items) should not be personalised or limit access for contractor to maintain area– bedding plant boxes, bird table, wind chimes noted-

Issues and actions raised

What we have done – description of actions from the issues reported/seen.

1. **Overgrown trees, particularly towards the far end of the estate** - Following discussions with **David Boulton**, the matter has been referred to the Estates Team for investigation. The Neighbourhood Officer has also raised the issue with the Estates Enquiries team.
2. **Gutter cleaning and moss build-up** - **Property Care Repairs Surveyor, Iain Wardlaw**, attended the site and confirmed that the required gutter cleaning and associated maintenance works will be progressed through the Property Care team.
3. **Boundary fencing requiring repair** - Advice was provided to the resident regarding responsibility for the fencing. Platform is responsible for the privacy panel to the left-hand side of the property; however, the remaining fencing is the tenant's responsibility. The resident was also signposted to **Age UK** for support with garden maintenance services and potential grant assistance.
4. **Trees near 5 Waterford Place requiring pruning** - The trees were identified for maintenance, and the works have been passed to the Estates Team for inclusion within their maintenance programme.
5. **Trellis attached to an external wall** - The Neighbourhood Officer discussed this with the tenant and advised that the trellis should be removed to reduce the risk of damp and mould. The tenant was also signposted to **Age UK** should they require assistance with garden maintenance.
6. **Personalisation of communal areas** - The Neighbourhood Officer spoke with the residents and concerned regarding the use of communal areas for personal items, including planting boxes, a bird table and wind chimes. Residents were advised that communal areas must remain accessible. for maintenance contractors and should not be personalised. A reminder letter will be issued to residents regarding the appropriate use of communal spaces. Also, will send out communal letters to remind customers.

Update details:

Our next update will be shared on: 23/12/26